

# CURRICULUM VITAE

## KARSTEN SMITS

### OVER MIJ

My name is Karsten Smits, I am 26 and live in Eindhoven, The Netherlands. In 2015 I graduated as a sound-designer on the Dutch Pop Academy in Utrecht, I started in 2016 at what was at that moment TNT. In March 2021 I started as a Service Assurance Specialist for FedEx (which took over TNT). In addition to my job, I follow a part-time HBO ICT study in the evenings to develop myself into a UI/UX designer.

I have been a huge music lover from a young age. Besides playing the piano I produce electronic music. I am eager to learn and always looking for a different way to make something better, more accessible or faster.

My education and job both require a high level of independence, I have been working from home since I started my current position and have had to learn everything by myself. My education mainly focuses on design and development, while my job leans more towards data analyst. I'm interested in both topics, but prefer to work in a position where I can express my creativity.



### WORK EXPERIENCE

2021 –  
heden

#### FedEx

Service Assurance Specialist, Benelux

Our Quality and Service Assurance department focuses on supporting our locations in the Benelux in achieving and maintaining Service Key Performance Indicators and Process Compliancy. I am mainly involved in analyzing data, visualizing the analyzed data, optimizing the process and making and giving presentations to different management layers within the organization. In addition to analytical and advisory tasks, I spend the rest of my time designing, building and maintaining dashboards.

2016 –  
2021

#### TNT – FedEx

Senior Backline Support Agent, Eindhoven

- Point of contact for problems regarding delivery/collection
- Thinking about and implementing improvements to various processes
- Communication with TNT agents at home and abroad
- Processing and execution of quality reports
- Point of contact for communication to management
- Point of contact for IT-related issues in the office
- Creating and maintaining databases to improve workflow
- Creating work descriptions / jobaids
- Training new employees

#### Pre-Alert

- Convert digitally supplied data into usable physical data
- Process data requests from domestic and foreign depots

#### Office Employee

- Processing invoices and digitizing physical paperwork

#### Warehouse Employee

- Processing of physical goods
- Processing customs clearance
- Troubleshooting during sorting



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📍 Eindhoven, Netherlands

### PERSONAL CHARACTERISTICS

Social	Helpful	Empathy
Artistic	Solution-oriented	Optimistic
Creative	Musical	Adventurous
Initiative	Structure	Dynamic

### DESIGN/DEVELOPMENT

Figma	Illustrator	HTML
Auto-layout	Photoshop	CSS
Variants	Adobe-XD	Javascript
Components		

### CREATIVE SKILLS

Audio Editing	FL Studio
Audio Mixing	Logic Pro
Audio Mastering	

- 2016

Albert Heijn

Delivery, Helmond

- Delivery for Albert Heijn in the North Brabant - Limburg region
- 2015 - 2016

Bylei (evenementenbureau)

Allround Employee, Eindhoven

- Set-up and breakdown of events
  - Transport to and from the event
  - Preparatory work in storage
  - Creating new ideas and thinking along in solutions
- 2015

Budgethotel De Zwaan

Allround Employee, Eindhoven

- Carrying out various activities in and around the hotel
- 2014 - 2017

Café Tracé

DJ, Eindhoven

- Been active as a DJ on weekends and every Thursday
- 2014 - 2017

Restaurant De Griek

Dishes / Waiter

- Started with doing the dishes and developed into waiter
- 2014 - 2015

Albert Heijn XL

Vulploegmedewerker, Eindhoven

- Worked on evening shifts during my study and after obtaining HAVO diploma, went to work full time in the morning shifts



## OPLEIDINGEN

- 2020 - heden

Fontys HBO-ICT

Interaction-/media-design, Eindhoven

From the second year on I'm following an open learning oriented study, with the following architectural layers:

  - User interaction
  - Software
  - Organizational processes
  - Infrastructure
  - Hardware interfacing

I'm currently focussing on User interaction, with parts of Organizational processes and Software Engineering, and have the possibility to expand to other architectural layers of the training.
- 2012 - 2015

Dutch Pop Academy

Artist Niveau 4, Sounddesign / keys, Utrecht
- 2007 - 2012

Eckart College

Havo, Economics & Society profile, Eindhoven

## DATA

PowerQuery	Excel
PowerBI	Spotfire
PowerPivot	

## INTEREST

Music	New software
Productivity	Gadgets
Workflow	Animals

## EXTRA INFO

Driver license:	AM, B, T	
Marital status:	Unmarried	
Language:	Dutch	■ ■ ■ ■ ■
	English	■ ■ ■ ■ ■
	German	■ ■ ■ ■ ■